

## WINS '99

Corporate Wins are initiatives selected by staff to demonstrate ongoing commitment toward achieving strategic goals and providing value to Edmonton citizens. The 1999 list includes more than 150 examples of innovations, cost savings, service improvements, partnerships and external recognition.

Wins '99 is grouped into four categories: the City of Edmonton Administration, the Edmonton Police Service, Edmonton Public Library and EPCOR.

Wins '99 is also available on the City's web site:

<http://www.gov.edmonton.ab.ca>

Or call (780) 496-8196

## The City of Edmonton

### Living the vision

- **Quality, best value services**
- **Satisfied customers**
- **Valued employees**

### GOAL: Planned growth

**Manage land use and development in mature neighbourhoods, business areas and new suburban areas, and maintain quality of environment.**

#### 1. Developer arrangement improves service

One-stop shopping services to the development industry became more efficient and effective through the creation of a permanent Architectural Technologist position, funded in large part through developer contributions. This one-stop shopping service will improve circulations, inspections and approvals processing.

Contact Walter Trocenko, Community Services, 496-4789

#### 2. Needed medical services stations open

The Emergency Medical Services branch opened two new stations in 1999. The first, Station 33 at 137 Ave. and 81 St., provides long-needed service to northeast Edmonton. The second, at 105 St. and 105 Ave., is the EMS Operations Centre. A positive interim step in our review of services, this single location houses administration and the specialized EMS mechanics. It is also the largest staging area in the city, with dispatching of both transfer and active ambulances.

Contact Chief Steve Rapanos, Emergency Medical Services, 496-3805

#### 3. Pooled funding boosts sanitary trunk replacement

Pooling the financial resources of the building and development industries and the City's sanitary utility to create the Sanitary Servicing Strategy Fund (SSSF) in January 1999 will finance the construction of much needed major sanitary trunks. The current fund balance is \$12 million, including revenues of \$7.6 million in 1999. This year, approximately \$10 million will be spent on construction including a 2340 mm, 2.5 km tunnel under Ellerslie Road from

## EDMONTON

91 St. to 111 St. This trunk sewer will open up development in the East Heritage Valley and Ellerslie neighborhoods. It is anticipated the fund will finance construction of \$450 million worth of sanitary trunk sewer infrastructure over the next 50 years.

Contact Kurt Sawatzky, Asset Management and Public Works, 496-5593  
[kurt.sawatzky@gov.edmonton.ab.ca](mailto:kurt.sawatzky@gov.edmonton.ab.ca)

#### **4. Partners improve downtown amenities**

The Fourth Street Promenade was completed through a partnership among the Downtown Business Association, business owners, and the Planning and Development and Transportation and Streets departments. Improvements include more parallel parking for customers, widened sidewalks, trees and decorative entrances. Adjacent property owners paid approximately \$1.76 million of the total \$2.7 million project cost.

Contact Ossama Elgalali, Planning and Development, 496-6108  
[ossama.elgalali@gov.edmonton.ab.ca](mailto:ossama.elgalali@gov.edmonton.ab.ca)

#### **5. Downtown housing boosted through partnership program**

More than 220 new dwelling units have been built in the downtown since City Council approved the Housing Reinvestment Grant Program as part of the Capital City Downtown Plan in April 1997. The completed projects are the Churchill on 103 Ave., the Fifth Street Lofts on 105 St. and ArtsHab on 106 St. A further 450 dwelling units are under construction and expected to be completed in the near future.

Contact Mark Hall, Planning and Development, 496-6210  
[mark.hall@gov.edmonton.ab.ca](mailto:mark.hall@gov.edmonton.ab.ca)

#### **6. Two historic resources protected**

The City's Historic Resource Management Program facilitated Municipal Designation for two historic resources, the Hedra Block at 10141-95 St. and the Brick House at 20450-34 St. The City's Heritage Planner also met with residential property owners to encourage more homeowners to consider Municipal Historic Resource Designation.

Contact Ossama Elgalali, Planning and Development, 496-6108  
[ossama.elgalali@gov.edmonton.ab.ca](mailto:ossama.elgalali@gov.edmonton.ab.ca)

#### **7. Mature business areas benefit from partnership**

Working with the 124<sup>th</sup> Street Business Association and business owners, the Planning and Development and Transportation and Streets departments completed 124 St. improvements including widened tree-lined sidewalks, new street furniture, tree lights, light poles and centre medians with trees and flagpoles. Adjacent property owners paid approximately \$900,000 of the total \$1.96 million cost of this project.

Another partnership including the Avenue of Nations Business Association and business owners, and the Planning and Development and Transportation and Streets departments completed 107 Ave. improvements including new sidewalks, increased pedestrian lighting for safety, trees and street furniture. Adjacent property owners paid approximately \$1.05 million of the total \$3 million cost of this project.

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## EDMONTON

### **GOAL: Economic development**

**Take a leadership role in creating a positive, dynamic business climate and expanding the business base within Edmonton and the Edmonton Capital region.**

#### **8. City scores hat-trick in CAMA awards program**

The City of Edmonton accomplished an unprecedented achievement, winning an honourable mention in all three categories of the Royal Bank of Canada sponsored 1999 awards program of the Canadian Association of Municipal Administrators. The City's Working Relationship Agreement, the first collaborative union-management agreement in the Canadian municipal sector, won an Honourable Mention in the Willis Award for Innovation category. The Dutch Elm Disease Program won an Honourable Mention in the Environment category. The program protects the world's largest stand of uninfected elms, valued at more than \$200 million. In the Education category, the City's Physical Sewer Model, which increases public awareness of environmental problems and solutions associated with municipal sewer systems, also won an Honourable Mention.

(The City won a number of awards in 1999. See mentions in other categories.)

Contact Val Stevens, Corporate Services, 496-8260

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#### **9. Edmonton Waste Management Centre of Excellence established**

More than \$870 million in public and private capital investment in waste management facilities has been leveraged to establish the Edmonton Waste Management Centre of Excellence for practitioner education and applied research. The centre represents a unique partnership of institutions and the private sector that will facilitate a competitive advantage for Edmonton businesses in the national and international arenas.

Contact Connie Boyce, Asset Management and Public Works, 496-5407

[connie.boyce@gov.edmonton.ab.ca](mailto:connie.boyce@gov.edmonton.ab.ca)

#### **10. Local improvement meets industry needs**

The Voyager/Javelin/156 St. local improvement project was designed and constructed by City forces and included completion of a water and sanitary sewer system for the Voyager/Javelin Industrial area. The local improvement, requested by the majority of the owners, totaled an assessed value of \$6,085,020 and impacted 139 property owners representing an area of approximately 238 hectares. This local improvement was completed under budget and included the construction of two pump stations as well as a major sanitary trunk sewer on 156 St. from Yellowhead Trail to 137 Ave. that will support future development in the area.

Contact Kurt Sawatzky, Asset Management and Public Works, 496-5593

[kurt.sawatzky@gov.edmonton.ab.ca](mailto:kurt.sawatzky@gov.edmonton.ab.ca)

#### **11. Successful partnership with Edmonton realtors**

The City of Edmonton, in 1996, took the unprecedented step of becoming the first city in Canada to become an active member of the local real estate board. Since, with the assistance of local realtors, the City has sold in excess of \$80,000 in surplus real estate.

Contact Bill Covey, Asset Management and Public Works, 496-6245

[bill.covey@gov.edmonton.ab.ca](mailto:bill.covey@gov.edmonton.ab.ca)

#### **12. Edmonton hosts Canadian Nationals Triathlon Championships**

Community Services, in collaboration with the Edmonton Police Service and the Emergency Response and Transportation and Streets departments, supported the efforts of the

## EDMONTON

International Triathlon Union Society 2001 to host the 1999 Canadian Championships in William Hawrelak Park July 11, 1999. The event was tremendously successful and the first of three major international calibre races which will culminate in the 2001 ITU World Championships.

Contact Candice Stasynek, Community Services, 944-5547

### **13. Kinsmen Sports Centre hosts World Cup Swim Championships**

More than 100 international swimmers and 10,000 spectators attended the World Swim Cup Championships held at the Kinsmen Sports Centre in November 1999. This year's event was the second of the four consecutive scheduled World Swim Cup Championships that will be held at the centre.

Contact: Doug McLennan, Community Services, 944-7444  
[doug.mclennan@gov.edmonton.ab.ca](mailto:doug.mclennan@gov.edmonton.ab.ca)

## **GOAL: Services to people**

**Provide quality, best value services that contribute to the safety, security, well being and enjoyment of Edmonton's citizens.**

### **14. Citizen survey says services well appreciated**

Edmontonians feel good about their city. Residents surveyed in February 1999 rated quality of life in Edmonton positively (93 per cent say it is excellent, very good or good) with the most frequently stated reasons being City of Edmonton parks and green spaces, including the river valley system; good employment opportunities; and a hospitable or friendly atmosphere. Overall, survey respondents said they are satisfied with City services (80 per cent very or somewhat satisfied). Highest satisfaction ratings were given to police and fire services, parks and green spaces, water and sewer services, waste recycling, City-operated attractions, recreation facilities and programs and public libraries. Results were consistent with the 1998 survey.

Contact Harvey Crone, Office of the City Manager, 496-8209  
[harvey.crone@gov.edmonton.ab.ca](mailto:harvey.crone@gov.edmonton.ab.ca)

### **15. Master Composter/Recycler program takes provincial award**

Edmonton won the 1999 Best Municipal Program award from the Alberta Recycling Council for its Master Composter/Recycler program. For 10 years the Waste Management Branch has run this community-based outreach program to train volunteers about home composting, recycling and proper disposal of household hazardous waste. More than 250 volunteers trained since 1990 and almost half are still actively assisting the Waste Management Branch in promoting composting, recycling and other initiatives in their communities.

Contact Connie Boyce, Asset Management and Public Works, 496-5407  
[connie.boyce@gov.edmonton.ab.ca](mailto:connie.boyce@gov.edmonton.ab.ca)

### **16. Blue Bag recycling key in waste handling plan**

The Blue Bag recycling program is one component of Edmonton's Waste Management Strategic Plan. It will help divert 70 per cent of waste from landfill. Residents indicated convenience was a key factor for participating in recycling. In 1999, the Blue Bag clearly met this need with 77 per cent of single family households voluntarily using the more convenient Blue Bag.

Contact Connie Boyce, Asset Management and Public Works, 496-5407  
[connie.boyce@gov.edmonton.ab.ca](mailto:connie.boyce@gov.edmonton.ab.ca)

## EDMONTON

### **17. Soccer facility partnership big hit with customers**

The new \$5.9 million multi-use, four-field indoor soccer facility in northeast Edmonton, developed in partnership by the City and the Edmonton Soccer Association, was an instant hit. More than 900 teams registered for the 1999-2000 season which is 100 per cent booked. The facility's community space is already extensively used for community meetings and activities.

The facility was funded by the Edmonton Soccer Association which is repaying the cost of the project to the City over a 20-year lease. The City provided the land and owns the facility. The association operates, maintains and manages the facility at no cost to the City or taxpayers.

Contact Ron Chomyc, Asset Management and Public Works, 496-6593

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George Murphy, Community Services 496-4919

### **18. Non-Profit Leasing Guidelines provide consistent, efficient service**

The Non-Profit Leasing Guidelines approved by City Council in March 1999 formalize the leasing process and give clear and consistent guidelines for providing City-owned rental space to non-profit organizations at less than market rents. In the past, each group would approach City Council or one of its committees to obtain approval for lease agreements. Each lease became highly unique, and groups were treated inconsistently. The new guidelines will result in fair and equitable treatment for the non-profit community. The guidelines were developed as a joint effort by the Asset Management and Public Works and Community Services departments with consultation and input from organizations within the non-profit community.

Contact Richard Larson, Asset Management and Public Works, 496-6581

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### **19. New web site educates users on river quality**

Edmonton's Towards A Cleaner River (TACR) Web site provides Internet users an opportunity to learn about the TACR campaign, the North Saskatchewan River, City environmental improvement projects and things people can do to help. The site, launched April 1999, contains short video clips, maps, schematics, graphs and charts, photographs, and downloadable copies of the campaign newsletter.

Contact Kurt Sawatzky, Asset Management and Public Works, 496-5593

[kurt.sawatzky@gov.edmonton.ab.ca](mailto:kurt.sawatzky@gov.edmonton.ab.ca)

### **20. Innovative management approach saves tax dollars**

Tax levy savings of \$500,000 per year and a total of \$5 million over 10 years will result from an innovative approach to managing City-owned recreation and heritage facilities, such as the Valley Zoo, Kinsmen Sports Centre and municipal golf courses. The Enterprise Portfolio, approved by City Council as part of the City '97 organizational review, allows more creativity for renewing and developing these facilities and their services to citizens and visitors with no additional tax dollars.

Contact Ruth Merriot, Community Services, 496-8221

### **21. City/EPCOR initiative saves lighting costs**

Increased costs to the City and community groups for parks security lighting were avoided through a joint initiative of the City and EPCOR. The cost increases arose from the provincial initiative to deregulate power in Alberta. Several City and EPCOR departments agreed to an action plan that will allow park security lighting to be considered as street lighting. Each



## EDMONTON

individual new installation will not require separate metering, yielding considerable cost savings for the City and partnering community groups.

Contact Walter Trocenko, Community Services, 496-4789

### **22. Historical tourism attraction achieved through public/private partnership**

Construction began on the Blatchford Hangar project at Fort Edmonton Park, an authentic replica of the original Blatchford Field Hangar built at the Municipal Airport in 1929. The approximately \$1.8 million project is being fully funded by the Fort Edmonton Historical Foundation. The City's only contribution to capital costs is \$100,000 for utilities. Once the building is completed, it will be turned over to the City to be operated within the Enterprise portfolio. At a time when the City cannot afford to build its own new facilities, this partnership arrangement provides significant benefits for the City and its citizens. As Fort Edmonton is a primary tourist destination, this new project will also have an economic impact in terms of attracting further recreational and corporate tourism customers.

Contact Bryan Monaghan, Community Services, 496-9776

### **23. Integration improves services to not-for-profit sector**

Integrating social work and recreation disciplines within the Community Services department has achieved greater efficiency and improved service to the not-for-profit sector.

Contact Debi Anderson, Community Services, 944-5505

### **24. Community Economic Development directory published**

In 1999, organizations committed to *Community Economic Development* published a directory for the first time that highlights more than 40 organizations with different support networks for creating sustainable employment. *Community economic development* is a process whereby citizens are involved in finding solutions to social and economic problems in their communities. The directory provides a useful "at a glance" information source for those seeking support.

Contact Jenny Kain, Community Services, 944-5512

### **25. Health for Two project serves pregnant women at risk**

A community partnership aims to improve the health and economic dependence of women who may experience high-risk pregnancies due to isolation, poverty, abuse and or addictions. Community Services, together with the *Health for Two Network Capital Health Authority*, Boyle Street Co-op and other partners, designed a research project to study training, employment and economic barriers to improved economic health of such women. Approximately 1,800 women access the *Health for Two* programs delivered through community agencies. Seven former program participants were hired and trained to conduct the research and present research findings to various stakeholder groups. From this, preventive solutions for these women and their families will be piloted.

Contact Jenny Kain, Community Services, 944-5512

### **26. Project seeks to break poverty cycle for women**

A key component in breaking the cycle of poverty is access to sustainable employment with an adequate income. To expand options for women, the City and a number of community agencies and local training institutions developed the *Women Building Futures* project to facilitate women's access to employment in the construction trade. In 1999, 16 women who were often on social assistance entered their first year of this innovative approach. Along with acquiring their journey papers in carpentry, the women hope to gain long-term employment, economic stability and gender equity while contributing to the trade's force.

Contact Jenny Kain, Community Services, 944-5512.

## EDMONTON

### **27. Beverly Towne Job Fair a success**

The Beverly Towne Job Fair attracted 2,000 participants including government agencies, private employers and many training institutions. It was an excellent opportunity to bring together those looking for work and those supplying opportunities. The City of Edmonton played a facilitation role bringing the participants together. Partners included Human Resources Development Canada, Human Resources and Employment Alberta, Beverly Towne Community Development Office, Wecan Cooperative, Aboriginal Centre for Employment Strategies 2000 and Abbottsfield Mall.

Contact Bob Marvin, Community Services, 496-7898

### **28. Out-of-School Care subsidy support increased**

Community Services worked with provincial and federal departments to obtain increased funding for additional space in the 1999 and 2000 Out-of-School Care Subsidy program. This initiative allowed more low-income families to obtain a subsidy toward childcare for their school-aged children. The City is now participating in a province-wide review of funding for Out-of-School Care subsidies, looking for ways to maintain and possibly enhance this important service.

Contact Roger Jevne, Community Services, 496-4931

### **29. Programs developed for economically disadvantaged and children at risk**

Eastglen Leisure Centre developed a number of public and private partnerships to provide programming opportunities for economically disadvantaged customers as well as children at risk. The publicly funded Health Family/Children program provided a total of 580 Learn to Swim lessons in 1999. The privately funded Ethnie Lindon program provided an additional 105 lessons through schools. The total value of these lessons is \$18,560. Also, a Community Lottery Board Grant in the year 2000 will enable Eastglen to provide free swim lessons valued at \$37,500 to 1,500 kids through schools.

Contact Evelyn Ehrman, Community Services, 496-1906  
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### **30. Volunteer experience boosts employability for client**

City recreation staff combined efforts with an employment agency for adults with developmental disabilities to provide a unique, volunteer opportunity for one of their clients. Having once volunteered in a Community Services' teen leadership program, this individual wanted to continue her volunteer experience as an adult. Registered program summer leaders worked closely with the volunteer in the "Read to Lead" program at Sprucewood Library throughout the summer, providing a safe and empowering learning experience for everyone involved.

Contact Terry Johnson, Community Services, 496-2945

### **31. PRIDE Through PLAY offers opportunity to low-income children**

Partners from various community groups and agencies in Edmonton have come together with the Community Services Department to develop a project that provides free, accessible and ongoing social and recreational programs to children and families of five low income, subsidized housing complexes in south Edmonton. PRIDE Through PLAY is based on the principle that individuals develop social skills through play.

Contact Brad Badger, Community Services, 496-1436

### **32. Skateboarding opportunity development**

The Edmonton Skateboarding Club, in partnership with the City, communities and other organizations, developed a unique skateboard program in 1999. Using lottery funds, five temporary sites were established across the city. Youth were able to skateboard close to

home and communities gained a better understanding of the young participants and their sport. The club is working hard to improve year-round access to skateboarding and is exploring, in partnership with Community Services, the potential for a permanent site.

Contact Kim Sanderson, Community Services, 496-4925

### **33. New training increases recreation opportunities for allergic children**

More than 100 recreation staff received training in administering an Epi-Pen, a procedure to aid a person suffering a severe allergic reaction, as part of their summer orientation. This was the first time the City provided this type of training, considered leading edge in increasing program accessibility for the steadily increasing number of kids with severe allergies. This training paid off when a staff member helped a boy administer Epi-Pen when he was stung by an insect and suffered an anaphylactic reaction.

Contact Teresa Dubas, Community Services, 496-2990

### **34. Task force benefits deaf and hard of hearing**

Citizens who are deaf or hard of hearing had an opportunity in 1999 to express their needs regarding civic services. The City of Edmonton's Senior Management Team asked a committee of administrators, stakeholders and citizens to give their input regarding barriers to civic services. As a result, a number of incremental changes occurred, such as interpreters available at public meetings upon request and upgraded TTY equipment. A number of other initiatives are also being considered.

Contact Carol Watson, Community Services, 496-4934

### **35. City Arts Centre brings new life to Garneau facility**

The former Garneau Community Hall blossomed into the light-filled home of the newly relocated City Arts Centre, which opened Dec. 20, 1999. Renovations to the Garneau building cost less than upgrading the old arts facility. A higher profile location, service improvements and larger, more suitable and comfortable space will allow "creative potential" to flourish. The City's partners included the Garneau Tennis and Beach Volleyball Club, and the Friends of the City Arts Centre.

Contact Viki Hildreth, Community Services, 496-6956

### **36. Partnership pilot project seeks to help abused seniors**

A two-year pilot project kicked off to meet the needs of 60-year-plus women and men who are experiencing abuse, neglect or exploitation. The Seniors' Safe House, a safe, free and temporary accommodation, was established, with one suite now operational. Various levels of government, non-profit organizations and the private sector came together to meet the critical demand to address safe house residents' social, emotional, health and wellness needs.

Contact Jeannette Wright, Community Services, 496-5832

### **37. Task force spurs remedies for homelessness**

The Task Force on Homelessness completed an extensive report in 1999, recommending short and long-term solutions to alleviate homelessness in Edmonton and increase affordable housing. The Task Force initiated the first-ever homeless count in March that found 836 homeless persons in Edmonton. A recommended second count in the fall found 1,114 homeless persons. The City and Province jointly formed the Task Force in 1998. Other representatives included front-line service agencies, Canada Mortgage and Housing Corporation and private industry. Since the *Homelessness in Edmonton: A Call to Action* report was released, 131 additional emergency shelter spaces have been established for the 1999/2000 winter. The Task Force's work, together with similar efforts across Canada, has



# EDMONTON

encouraged collaborative action among all levels of government to find solutions to homelessness.

Contact Dennis Freeman, Community Services, 496-6026  
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## **38. Seniors celebrated**

The highlight of Edmonton's celebrations for the 1999 International Year of the Older Person was the Seniors Showcase Event at Hawrelak Park June 6. Seniors' agencies and senior centres of Edmonton collaborated to provide an entertaining gala outdoor event for more than 2,500 seniors and their families. City staff members also were involved in Senior Friendly™ training programs to help provide better customer service for our aging population.

Contact Wendy Zelt, Community Services, 496-4965  
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## **39. Fitness centre addition sparks increased attendance**

Commonwealth Stadium Fitness Centre saw a 30 per cent increase in drop-in users as well as structured program use due to the addition of a new 6,000 sq. ft. fitness centre. This new amenity was completed late in 1998 with its first full year of operation in 1999. The new fitness centre was designed to attract a broader range of fitness customer, in particular, women. It has been a success on both counts with attendance increasing by 30,000 customers in one year.

Contact Doug McLennan, Community Services, 944-7444  
[doug.mclennan@gov.edmonton.ab.ca](mailto:doug.mclennan@gov.edmonton.ab.ca)

## **40. 'Concerted' success at Commonwealth**

Commonwealth Stadium hosted two major concert events in 1999, the last and final ever Lilith Fair concert, and the very successful Edgefest, attracting more than 30,000 spectators each.

Contact Doug McLennan, Community Services, 944-7444  
[doug.mclennan@gov.edmonton.ab.ca](mailto:doug.mclennan@gov.edmonton.ab.ca)

## **41. Nature Centre redevelopment improves customer service**

Increased customer service and improved programming at John Janzen Nature Centre will result from the fund raising and renovation efforts of the Edmonton Nature Centres Foundation, with the assistance of City staff. The Nature Centre has a completely redeveloped and equipped exhibit room, a redeveloped program area that can be divided in two, and a redesigned and more functional entrance. Final project costs are expected to total almost \$400,000.

Contact Bryan Monaghan, Community Services, 496-8776

## **42. A cemetery first saves cost to customers**

Edmonton's Municipal Cemeteries are the first in Western Canada to install a 10-sided domed Mountain Rose granite columbaria, which is unique from the typical square Grey columbaria which only has two sides. A columbaria is an above-ground interment facility for cremated remains. Demand for columbaria niches has risen to more than 130 niches annually from 10 niches in 1995. Up to four urns fit in each niche rather than two, allowing families to use



# EDMONTON

space better and reduce cemetery costs. Staff time to install bronze plaques decreased by more than 40 per cent because niche doors are predrilled to allow easy installation, and installation no longer has to be delayed until spring's warmer temperatures.

Contact Tim McCargar, Community Services, 496-6981

## **43. Archive photo access improved**

Customer service at the City Archives improved through acquisition of a copier which copies, scans and faxes archival photographs. Now archival material is more accessible and less vulnerable since it stays on site and is handled less.

Contact Tim McCargar, Community Services, 496-6981

## **44. Persons with disabilities gain better access to park sites**

Community Services resurfaced existing granular trails and added to three trails at Buena Vista Park, Victoria Park and Emily Murphy Park with a brand new product called "Green Mountain Soil Stabilization." The new product provides a smooth hard surface, enabling easier access for patrons in wheelchairs or with strollers. The product is endorsed by the United States Disabled Association as a viable alternative to concrete or asphalt surfaces.

Contact John Dammann, Community Services, 496-4967

## **45. City earns lion's share of millennium funding**

Edmonton received more funding for millennium projects than any other city in the country because of the City's support to community applications. Through the efforts of the City's Millennium office, Edmonton community groups received nearly \$3.7 million dollars in funding from the federal government's Canada Millennium Partnership Program. This funding translates into \$17.7 million of federal, provincial, municipal and corporate investment in Edmonton projects.

Contact David Schneider, Corporate Services, 496-8191

## **46. City Talk continues popular customer service**

The City avoided the demise of a popular customer service by introducing CITY TALK (496-4000), a telephone service to help citizens obtain information about the City. It replaces the Talking Yellow Pages service, discontinued by Telus at the end of 1999. Using Interactive Voice Response technology, it provides information about roads, waste services, City jobs, City attractions and events. Customers always have the option to press "0" to talk to an agent during regular work hours.

Contact Doug Woodward, Corporate Services, 496-6457

## **47. Wayne Gretzky celebrations a hit**

Nearly 9,000 Edmontonians joined Mayor Smith and City Council to celebrate the achievements of Wayne Gretzky on the occasion of his retirement. Thousands more signed a book of congratulations circulated by City volunteers to local malls. The total cost to the City of the event was less than \$10,000.

Contact David Schneider Corporate Services, 496-8191

## **48. Customer demand for bylaws met**

An increasing customer demand for bylaw information was met in October 1999 when the Information Services Unit of the Office of the City Clerk posted 40 of the most frequently requested bylaws on the City's Web site. It is expected to reduce the requests for paper copies of these bylaws. Additional bylaws will be added to the site in the future.

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# EDMONTON

## **49. City responds to new freedom of information legislation**

The City responded to changes in provincial freedom of information (FOIP) legislation which came into effect for the City in October 1999, replacing the City's own Right to Information Bylaw. Documents developed to support the implementation include a FOIP Bylaw, a Records Management Bylaw, a revised Records Management Policy and an updated Directory of Information. The directory will assist the public in determining the information holdings of the City. More than 400 staff were trained and procedures were developed to assist the public in processing requests for information from the City.

Contact Steve Thompson, Corporate Services, 496-8153  
[steve.thompson@gov.edmonton.ab.ca](mailto:steve.thompson@gov.edmonton.ab.ca)

## **50. Call Centre agents trained**

The City developed and delivered a new training program for 160 call centre agents as part of a corporate call centre initiative. The City's call centre agents are responsible for most of the telephone interaction between the City and its customers. Training in customer service and personal effectiveness provided the staff with an opportunity to hone their important skills.

Contact Doug Woodward, Corporate Services, 496-6457

## **51. City Web site redesigned with better information, new links**

The City of Edmonton completely redesigned and redeveloped its Web site with a strong customer focus. The new site, launched in mid-January 2000, provides many new links to the attractions, businesses and organizations of Edmonton. The new Web site forms a foundation for the City to develop and provide interactive business applications in the future.

Contact Doug Woodward, Corporate Services, 496-6457

## **52. Assessment call centre gets positive review**

Customers gave the highest possible rating to the Assessment and Taxation Branch in a customer satisfaction in a survey conducted by Service Quality Management Group Inc. The survey was commissioned by the City to gauge reaction to the service provided by the Market Value Assessment Call Centre. The call centre fielded citizen inquiries in response to the City's 1999 move to market value assessment.

Contact Paul Boutin, Corporate Services, 496-5001

## **53. Market value assessment communications a success**

A focus group summary report by Marcomm Works examining taxpayer satisfaction with information on market value assessment concluded that "the City of Edmonton can have confidence that its communications regarding the change to market value and the specific assessments for property owners were highly successful."

Contact Dennis Thomson, Corporate Services, 496-8275

## **54. New corporate identity more than 'window dressing'**

The City's move to a common "look and feel" for many of its publications and newspaper advertisements has direct budget benefits. In addition to providing instant recognition for civic initiatives, the need to design every publication or ad has largely been eliminated. This saves time and money; on one project alone, nearly \$10,000 in design costs was eliminated.

Contact David Schneider, Corporate Services, 496-8191

## **55. New medical equipment saving dollars**

By reassessing the medical equipment required by ambulance crews, Emergency Medical Services has saved thousands of dollars each year. The new equipment performs as well as

previous equipment, while reducing costs through more universal design and lowered maintenance.

Contact Jim Garland, Emergency Response Department, 496-3808

## **56. Medical services review based on industry best practices**

The Emergency Medical Services branch began and largely completed a major review in 1999, presenting findings to City Council's Community Services Committee in February 2000. The review compared best industry practices throughout North America with the structure of EMS in Edmonton, with a report by the external consultant to be presented to City Council in February 2000.

Contact EMS Chief Steve Rapanos, Emergency Response Department, 496-3805

## **57. Job info now on-line**

Edmonton job seekers can now use the Internet to review City of Edmonton employment opportunities available to the public. The Human Resources Department introduced this service in October 1999 in response to growing public interest in internet-based service. The department continues to work toward on-line job applications and automated resume reviewing to provide improved and more cost-effective service.

Contact Sandi Osietko, Human Resources, 496-7827

## **58. Community map an award winner**

The *South Central Area Community Resources* map was declared map gallery winner by the Urban and Regional Information Systems Association during its 1999 Geographic Information System (GIS) conference. Charlie Barton, cartographer, Planning and Development, worked with a group of senior citizens to show points of local interest in their community.

Contact Charlie Barton, Planning and Development, 496-6075  
[charlie.barton@gov.edmonton.ab.ca](mailto:charlie.barton@gov.edmonton.ab.ca)

## **59. Public consultation helps alleviate construction issues**

The Streets Engineering Branch continues to work closely with key stakeholders in and around the "Rathole" to minimize impacts of the planned removal of the underpass structure. Following stakeholder meetings in the area, the City is now working on a plan to reduce the amount of time 104 Ave. will be closed to traffic. This is one of the many public consultation programs in place regarding roadway construction in Edmonton.

Contact Guy Boston, Transportation and Streets, 496-2665

## **60. Staff provide best value in LRT accessibility improvements**

LRT staff, working with the Advisory Board on Services for Persons with Disabilities, developed a cost-effective concept and preliminary design for a light rail vehicle access ramp. The in-house design and development of the ramp control system was approximately \$11,000 compared to external quotes of up to \$90,000. In-house production and installation of one set of ramps (a set consists of two ramps, one on each side of the vehicle) costs approximately \$17,000 versus an external quote of about \$40,000 per set. ETS staff expect to install one set of ramps every six weeks, fitting out all 37 LRT vehicles within the next two years.

Contact Dave Pagett, Edmonton Transit, 496-4362  
[dave.pagett@gov.edmonton.ab.ca](mailto:dave.pagett@gov.edmonton.ab.ca)

## **61. LRT stations first City facilities to get TTY phones**

ETS, in partnership with Telus, is installing TTY public payphones (phones which assist the deaf and hard of hearing in communicating over the phone) in all LRT stations. ETS is the corporate leader in acting upon a recommendation from the Task Force for the Deaf and



## EDMONTON

Hard of Hearing that the City place TTY phones in specific City-owned public buildings. The TTY phones will be located at concourse levels in all LRT stations.

Contact Jim Stein, Edmonton Transit, 496-4364

[jim.stein@gov.edmonton.ab.ca](mailto:jim.stein@gov.edmonton.ab.ca)

### **62. ETS makes changes to improve customer services**

The ETS Customer Services Centre initiated improvements to benefit customers and staff based on a consultant's recommendations. Staff from the Commendations and Concerns line relocated to the main telephone information area to provide a closer link. The public service counter area extended its weekday hours to 5:30 p.m. to improve opportunities for customers to purchase ETS products and get information after work. Renovations to the Customer Services Centre include upgraded staff workstations, a redesigned public service counter to increase the number of customers it can serve and improved safety and security for staff.

Contact Lorna Stewart, Edmonton Transit, 496-2849

[lorna.stewart@gov.edmonton.ab.ca](mailto:lorna.stewart@gov.edmonton.ab.ca)

### **63. ETS consults with community on services**

Edmonton Transit hosted its first community conference in 1999, inviting representatives from a number of customer groups to participate. Through a combination of plenary sessions and small group workshops, ETS staff gathered input on route and schedule changes proposed for 2000. Another set of small workshops collected feedback on the policy areas of affordable fees, customer expectations for ETS staff and accessible transit services.

Contact Lorna Stewart, Edmonton Transit, 496-2849

[lorna.stewart@gov.edmonton.ab.ca](mailto:lorna.stewart@gov.edmonton.ab.ca)

### **64. ETS map details now on Internet**

Customers using the ETS web pages can now access information at the macro and micro levels. They can use a city-wide map and zoom down to an individual bus stop at street level.

Contact Patricia Walsman, Edmonton Transit, 496-5736

### **65. Neighbourhood improved through traffic planning**

The first stage of the Central McDougall / Queen Mary Park Neighbourhood Traffic Plan was implemented in 1999, involving roadway narrowing to slow traffic and discourage shortcutting along 116 St. and a number of local roadways in the area.

Contact Chris Yap, Transportation and Streets, 496-1776

## **GOAL: Infrastructure and physical environment**

**Develop and maintain infrastructure, maintain the quality of the environment, develop and use communications and information technology.**

### **66. Wastewater treatment performance best since 1956**

Gold Bar Wastewater Treatment Plant had its best performance in its 44-year history. With 30 per cent of the plant now converted to Tertiary Treatment (an advanced treatment process), actual treatment results exceed provincial standards by 75 per cent. Word on plant performance is getting around too. The Sierra Legal Defense Fund's Report Card on wastewater treatment gave Edmonton a B+ rating, the second highest in Canada. The plant's

# EDMONTON

brochure and video were updated in 1999 with the video being produced in four languages. About 2,500 visitors toured the plant last year.

Contact Kurt Sawatzky, Asset Management and Public Works, 496-5593  
[kurt.sawatzky@gov.edmonton.ab.ca](mailto:kurt.sawatzky@gov.edmonton.ab.ca)

## **67. Sewer strategy focused on environment**

Edmonton's Combined Sewer Overflow Strategy, developed with the involvement of the public and stakeholder interest groups, received awards from the Canadian Association of Municipal Administrators and the Consulting Engineers of Alberta. Valued at about \$150 million, the strategy is a 20-year plan to mitigate the environmental impacts of Edmonton's combined sewer system.

Contact Kurt Sawatzky, Asset Management and Public Works, 496-5593  
[kurt.sawatzky@gov.edmonton.ab.ca](mailto:kurt.sawatzky@gov.edmonton.ab.ca)

## **68. Award for wetlands project, wastewater plant**

The Consulting Engineers of Alberta honoured the City's Fulton Creek Wetlands Project with an Environmental Award of Excellence. "Clearly an innovative, environmentally conscious work of excellence," commented the judges. "Maximum results were attained with minimum disturbance to the natural environment."

The City's Gold Bar Wastewater Treatment Plant won the 1999 award of merit from the same association. Through innovative design and aided by value engineering, the original project estimate was reduced by 18 per cent, or a cost saving of \$1.8 million.

Contact Kurt Sawatzky, Asset Management and Public Works, 496-5593  
[kurt.sawatzky@gov.edmonton.ab.ca](mailto:kurt.sawatzky@gov.edmonton.ab.ca)

## **69. Great Edmonton Tree Hunt launched**

Edmonton Community Services launched the "Great Edmonton Tree Hunt" on Arbor Day, May 7, 1999. The "hunt" encourages Edmontonians to select special trees based upon age, size, character and species. The purpose of the "hunt" is to promote public awareness of the urban forest and the many benefits of trees. Support for prizes to winning entrants were made available from a variety of private sector landscape contractors. Winning entrants will be determined by Arbor Day, 2000.

Contact Jill Wright, Community Services, 496-4990

## **70. Savings in turning off ice making equipment**

City arenas realized \$7,000 dollars in savings by participating in EPCOR's load reduction program and turning off ice making equipment to cut electricity consumption during peak *price spike* times during the day. It takes some advance planning for arena ice plants to coast without power, but a two-hour shut down is possible as long as operators do not flood the ice for the duration.

Contact Doug Costigan, Community Services, 496-5811

## **71. Elm Inventory – Dutch Elm Disease Initiative**

1999 saw the completion of a massive inventory project associated with Edmonton's Elm trees, both publicly and privately owned. The initiative was a collaboration with STOPPED (Society to Prevent Dutch Elm Disease), a provincial body incorporated to address the potential devastation of urban elms by a disease experienced across North America. Edmonton has one of the largest uninfected stands of elm trees in North America. The detailed inventory will enable City officials to monitor and accurately track all maintenance and activities with each of these trees to help prevent the introduction of this devastating problem.

Contact Jill Wright, Community Services, 496-4990

## EDMONTON

### **72. First of its kind Jumbotron constructed**

The new Sony Jumbotron scoreboard at Commonwealth Stadium is the first of its kind in the world. The system has solid state lighting and higher resolution and colour, and, in its first season of operation, received rave reviews in appreciation of its television quality replays. As well, it saves significant energy and provides longer maintenance-free operation. The screen, sound system and video production room were constructed in 1999 in preparation of the 2001 World Championships in Athletics.

Contact Doug McLennan, Community Services, 944-7444  
[doug.mclennan@gov.edmonton.ab.ca](mailto:doug.mclennan@gov.edmonton.ab.ca)

### **73. Housing program assists low income citizens**

The Low Income Housing Capital Assistance Program (LIHCAP) provides capital funds to meet the housing needs of low-income and special housing needs people. In 1999, \$440,000 was provided to the Central Edmonton Community Land Trust (CECLT) to purchase 17 properties to provide housing to families with limited resources. Renovation of these older properties also partially addressed derelict housing issues in the inner city of Edmonton.

Contact Dennis Freeman, Community Services, 496-6026  
[Dennis.freeman@gov.edmonton.ab.ca](mailto:Dennis.freeman@gov.edmonton.ab.ca)

### **74. New water slides boost pool attendance**

New waterslides introduced at the Grand Trunk and O'Leary leisure centres significantly increased attendance in 1999. O'Leary was successful in having 80 per cent of the slide purchase and installation funded through community donated dollars and grant funding. Grand Trunk Leisure Centre received \$20,000 from surrounding community leagues, with the City covering the \$110,000 balance.

Contact Evelyn Ehrman, Community Services, 496-1906  
[evelyn.ehrman@gov.edmonton.ab.ca](mailto:evelyn.ehrman@gov.edmonton.ab.ca)

### **75. 'Founders Gate' at Fort Edmonton pays tribute to builders**

An eye-catching sculpture erected in 1999 at the entrance to Fort Edmonton Park not only leads customers into the park, but also commemorates the Rotary Clubs of Edmonton, the Fort Edmonton Historical Foundation and the City of Edmonton as the original builders of Fort Edmonton. The estimated \$80,000 sculpture was built almost entirely from donations.

Contact Bryan Monaghan, Community Services, 496-8776

### **76. Zoo upgrades and development completed**

Lottery grants and Parks Conservation funds paid for a new Pony and Camel Ride as well as redevelopment of the Otter Exhibit at the Valley Zoo. Through efforts of the Valley Zoo Development Society with assistance of staff, both projects were complete in 1999, along with the new Train Tunnel Exhibit which features a theme of bird migration between Central America and Alberta.

Contact Bryan Monaghan, Community Services, 496-8776

### **77. Unique 'hot' partnership**

Community Services partnered with Atco Gas Limited for the installation, maintenance and utility costs of a first-of-its-kind natural gas fire pit on the newly replaced deck at the Skating Pavilion in Hawrelak Park.

Contact Dale Ehrman, Community Services, 496-4977

### **78. New time entry process first in Canada**

The City is the first municipality in Canada to begin operating a new computer application that allows employees to enter their time electronically and to review other information in

## EDMONTON

their records. The new system reduces the cost of providing payroll by \$1 million annually. Human Resources will soon roll out other new internet-web based processes for managing staff information, including position management, recruitment, training, and occupational health, safety and wellness information.

Contact Don Cummings, Human Resources, 496-6936

### **79. Greenhouse emission forecasting hailed as best practice**

Edmonton's work in greenhouse gas emissions forecasting capability are recognized as leading edge and are being looked at as an approach for other jurisdictions. The recognition was accorded at a Toronto workshop regarding methods of estimating greenhouse gas emissions attended by Transportation Planning Branch staff.

Contact Alan Brownlee, Transportation and Streets, 496-2601

### **80. Long range transportation plan complete**

City Council approved the Transportation Master Plan in April 1999. The plan charts the course for future transportation system development in Edmonton for the next 20 years. It was approved following an extensive five-year technical and public input process, and a public hearing process at City Council.

Contact Hassan Shaheen, Transportation and Streets, 496-2896

### **81. Hundreds of 'accessible' curb ramps installed**

As part of the Transportation master Plan and the goal of having the entire sidewalk structure infrastructure handicap accessible by 2008, 300 ramps were installed in 1999 throughout the city at a variety of locations, both for new and existing sidewalk locations.

Contact Brian Murphy, Transportation and Streets, 496-1789

### **82. Snow storage site constructed**

Streets Engineering continues to construct snow storage sites at locations around the city. Poundmaker site on 184 St. was completed last year with an impermeable surface, berms, a meltwater treatment pond, landscaping and fencing. This is the second site completed with three more required over the next few years.

Contact Barry Belcourt, Transportation and Streets, 496-4688

### **83. 101 St. railway bridge removed from downtown landscape**

Streets Engineering removed the railway bridge over 101 St. and lifted the roadway to eliminate the dip between 104 and 105 Aves. at the north fringe of downtown. The removal incorporated a recycling program that saw the foundation of the old bridge crushed on location and used as a road base.

Contact Phil Haug, Transportation and Streets, 944-7672

## **GOAL: Leadership, regional cooperation and planning**

**Focus on leadership and regional cooperation; intermunicipal planning, development and service delivery.**

### **84. City Manager brings international spotlight to Edmonton**

Edmonton's City Manager, Bruce Thom, brought international acclaim to the city, becoming the first Canadian to receive the prestigious Mark E. Keane Award for Excellence from the International City/County Management Association in Washington D.C. Mr. Thom was cited for his leadership to the City in initiating innovative practices such as shared services delivery, enhanced union-management collaboration, long range business and financial



## EDMONTON

planning among others. He was also noted for his contributions to the profession of municipal management through speaking engagements and published articles and for his community volunteer work.

Contact Val Stevens, Corporate Services, 496-8260  
[val.stevens@gov.edmonton.ab.ca](mailto:val.stevens@gov.edmonton.ab.ca)

### **85. City works with neighbours on regional review**

The City of Edmonton actively participated throughout 1999 in a provincially initiated review of governance and service issues in the Edmonton region. As part of its contribution toward the review, the City's Edmonton Regional Governance Review Committee submitted two reports to the review committee. One report discusses governance and service delivery problems and issues the City of Edmonton faces in the existing regional context. The second provides Edmonton's perspective on the four to six sub-region model, one of the options brought forward during the review.

Contact Jeff Bellinger, Office of the City Manager, 496-8225  
[jeff.bellinger@gov.edmonton.ab.ca](mailto:jeff.bellinger@gov.edmonton.ab.ca)

### **86. Clean Sweep targets environmental violations**

Operation Clean Sweep was a joint inspection of 443 businesses conducted by Alberta Environment and the City of Edmonton in May 1999. This campaign was in response to intermittent discharges of hydrocarbon by-products observed in Mill Creek. Compliance notices were issued to 29 businesses for violating environmental legislation and City Bylaws.

Contact Kurt Sawatzky, Asset Management and Public Works, 496-5593  
[kurt.sawatzky@gov.edmonton.ab.ca](mailto:kurt.sawatzky@gov.edmonton.ab.ca)

### **87. Crime Prevention in parkade structures**

The Land and Buildings Branch of Asset Management and Public Works received Crime Prevention Through Environmental Design Certificates from Mayor Bill Smith in June 1999 on behalf of the Planning and Development Department, the Edmonton Police Service, the Downtown Business Association and the Building Owners and Managers Association. The certificates recognized the branch's concerted effort on implementing safety initiatives in the City Hall and Library parkades to address the growing public concern over safety in downtown parkades. The branch was cited for demonstrating a good precedent for others to follow in raising the public's perception of safety in Edmonton's parkades.

Contact Bohdan Maslo, Asset Management and Public Works, 496-6580  
[bohdan.maslow@gov.edmonton.ab.ca](mailto:bohdan.maslow@gov.edmonton.ab.ca)

### **88. Child care demonstration project improves service**

A joint venture of the City's Community Services, the Licensing Unit of MaMowe Regional Authority and eight out-of-school care centres studied the impact and made recommendations allowing out-of-school care centres with licenses for 10 or less kindergarten children to operate under amended criteria. The changes better meet the needs of the community, parents, children and out-of school care centres.

Contact Karen McAree, Community Services, 496-5839  
[karen.mcaree@gov.edmonton.ab.ca](mailto:karen.mcaree@gov.edmonton.ab.ca)

### **89. Funders' Forum sponsors evaluation project**

Funders' Forum, a group comprising local grant funding organizations including the City of Edmonton, initiated an evaluation workshop series for funded agencies to promote the collaborative use of appropriate evaluation as an integral part of program and service

## EDMONTON

delivery. The workshops were viewed as very successful, further enabling community agencies to develop frameworks and measures to evaluate their work in delivering effective programs to the people they serve.

Contact Karen Kerr, Community Services, 496-5880

### **90. Y2K planning a coordinated partnership**

Edmonton's extensive Y2K planning process was coordinated by the Emergency Planning Officer. The Consequence Management Group was made up of municipal departments and business partners who addressed the impact of Y2K on the citizens of Edmonton. Through a central office, a myriad of emergency plans was examined and meshed to produce a single entity.

Contact Joyce Tustian, Emergency Response Department, 496-3803

## **GOAL: Organizational effectiveness**

**Achieve excellence in management of the City's resources: financial, people and assets.**

### **91. City's shared services model gaining attention**

Provincial governments and other municipalities across Canada are looking to Edmonton's shared services model for delivery of internal services (e.g. financial, information technology, human resources, etc.). Edmonton's City Council approved this concept for organizational efficiency in August 1997 following an organizational review involving City staff and union representatives. The City completed most aspects of the concept's implementation in 1999, realizing a total of more than \$8.5 million in annual, ongoing savings. An independent, external review concluded the City's shared services model is an excellent base on which to build future efficiencies and improved service.

Contact Mike Langstone, Office of the City Manager, 496-8224  
[mike.langstone@gov.edmonton.ab.ca](mailto:mike.langstone@gov.edmonton.ab.ca)

### **92. City introduces long range business planning**

The City of Edmonton initiated a multi-year business planning process in 1999, completing corporate and department three-year plans for City Council approval. The Corporate Business Plan, which provides direction to department plans, outlines strategies to implement Plan Edmonton, the City's 10-year municipal development plan. Long range business planning, a new concept for municipalities, helps municipal administrations anticipate trends and service demands, and needed changes in corporate direction. As well, citizens can get a more complete view of the City's plans for the future.

Contact Harvey Crone, Office of the City Manager, 496-8209  
[harvey.crone@gov.edmonton.ab.ca](mailto:harvey.crone@gov.edmonton.ab.ca)

### **93. New corporate vision rolled out to City employees**

The City's Senior Management Team, recognizing the need to refocus and reconfirm the Administration's "way of doing business" in post-reorganization times, developed and communicated to City staff the Vision, Values and Strategic Framework. These concepts outline where the City is headed, what its expectations are for employees and where employees' work fits into the business planning process and corporate goals. The City's management association and unions participated in the communication activities which were rated positively by employees.

Contact Val Stevens, Corporate Services, 496-8260  
[val.stevens@gov.edmonton.ab.ca](mailto:val.stevens@gov.edmonton.ab.ca)

## EDMONTON

### **94. Cost saving measures continue to increase**

A rapid, two-week survey of City departments produced for City Council a sampling of more than 50 cost-saving initiatives initiated in 1999, with the scope of savings ranging from \$6 per customer transaction in medical supplies to \$8.5 million for a major process reengineering project. The wide variety and scale of the initiatives serves to illustrate that City departments are committed to the vision of "best value" services.

Contact Harvey Crone, Office of the City Manager, 496-8209  
[harvey.crone@gov.edmonton.ab.ca](mailto:harvey.crone@gov.edmonton.ab.ca)

### **95. Benchmarking shows City wastewater utility among the best**

Edmonton's wastewater utility is in the top third of 17 Canadian municipalities with performance of better than average in all categories. The utility was rated against performance measures developed by a public/private partnership engaged in benchmarking Canadian wastewater utilities. The partnership, of which the City's Drainage Branch was a founding member, has grown to include 17 Canadian municipalities involved in wastewater collection and treatment.

Contact Kurt Sawatzky, Asset Management and Public Works, 496-5593  
[kurt.sawatzky@gov.edmonton.ab.ca](mailto:kurt.sawatzky@gov.edmonton.ab.ca)

### **96. Better resource sharing within City fitness facilities**

Community Services is more effectively and efficiently managing its fitness facilities' resources in the areas of staffing and fitness centre planning and development. This initiative has already provided many growth and change opportunities for staff, and has led to the development of a Sports and Fitness Plan that provides the framework for policies and practices, capital development, and bulk purchases of fitness equipment for all City fitness facilities.

Contact Evelyn Ehrman, Community Services, 496-1906  
[evelyn.ehrman@gov.edmonton.ab.ca](mailto:evelyn.ehrman@gov.edmonton.ab.ca)

### **97. Recreation program delivery streamlined**

Centralization of recreation program delivery using a shared service model was completed in 1999 to achieve efficiencies, promote consistent standards, and ensure accessible and affordable opportunities. Now a single unit rather than five decentralized operations administer recreation program delivery.

Contact Debi Anderson, Community Services, 944-5505

### **98. Delegation bylaw streamlines business process**

A new administrative bylaw City Council passed in 1999 benefits the corporation's business function by streamlining the contract approval process. The streamlining, in turn, has enhanced the corporation's business capability. Bylaw 12005 delegates to the City Manager certain powers, in particular, the power to approve contracts. It also empowers the City Manager to sub-delegate at various department levels. Previously the majority of contracts had to be approved by Council or a Council Committee.

Contact Don Manderscheid, Corporate Services, 496-7205

### **99. Board manages introduction of market value assessment**

The Assessment Review Board successfully handled complaints arising from introduction of Market Value Assessment. ARB received 16,964 property assessment and 1,041 business assessment complaints. In addition, 1,925 property assessment and 25 business assessment complaints from 1998 were still outstanding at the beginning of 1999. The ARB processed

# EDMONTON

them and scheduled and dealt with more than 7,000 withdrawals and preliminary and merit hearings. Final decision letters were sent to complainants within the legislated timeframe.

Contact Katherine Weaver, Corporate Services, 496-8154  
[katherine.weaver@gov.edmonton.ab.ca](mailto:katherine.weaver@gov.edmonton.ab.ca)

## **100. Clerk's office trains review board**

The Office of the City Clerk designed and implemented a comprehensive professional development program for the members of the Assessment Review Board. Board members attended six days of sessions covering, among other things, market value assessment and aspects of administrative law.

Contact Katherine Weaver, Corporate Services, 496-8154  
[katherine.weaver@gov.edmonton.ab.ca](mailto:katherine.weaver@gov.edmonton.ab.ca)

## **101. 1999 Civic Census**

The City completed a census in 1999, resulting in a population count of 648,284, a 5.2 per cent increase over the 1996 federal census. The project involved the cooperative efforts of the Office of the City Clerk, the Information Technology Branch, the Planning and Development Department and Transportation and Streets, plus contractors and more than 700 enumerators. The City uses census information, in various forms, for municipal planning, and community groups and businesses use it for their own forecasting and planning.

Contact Steve Thompson, Corporate Services, 496-8153  
[steve.thompson@gov.edmonton.ab.ca](mailto:steve.thompson@gov.edmonton.ab.ca)

## **102. Council minutes now retrievable electronically**

Information Services staff can now search for documents and provide quicker response to research requests thanks to a new database developed in 1999. The Office of the City Clerk successfully imported City Council and Standing Committee minutes from the early 1990s into the office's database, meaning documents are now searchable using MS Word, whereas in the past staff had to perform searches manually.

Contact Eric Britton, Corporate Services, 496-8162  
[eric.britton@gov.edmonton.ab.ca](mailto:eric.britton@gov.edmonton.ab.ca)

## **103. Council reporting on land use improved through in-house solution**

Land use bylaws can now be transferred electronically as a result of a joint project between the Office of the City Clerk and the Planning and Development Department. Prior to the in-house solution, the number of different document formats incompatible with MS Word made it impossible to move these files electronically. Now Planning and Development can use this information in its presentations to City Council.

Contact Eric Britton, Corporate Services, 496-8162  
[eric.britton@gov.edmonton.ab.ca](mailto:eric.britton@gov.edmonton.ab.ca)

## **104. New tendering process saves money, improves relationships**

Elimination of newspaper ads in tendering of services and goods over \$5,000 means cost-savings as well as better, more direct communication between the City and potential suppliers. Electronic tendering eliminates not only the costs of the newspaper ads but also time spent by City employees in writing and placing the ads. Electronic communication costs less and is more direct.

Contact Gerry Goodall, Corporate Services, 496-5018

## **105. Credit cards increase efficiency overall**

Wide spread use of corporate credit cards rather than the current system of purchase orders and invoices means the elimination of paperwork, faster payment to vendors, assigned responsibility to employees and their supervisors and an improved relationship with vendors.



## EDMONTON

Using a credit card to purchase goods empowers employees to do their jobs and takes Finance out of the "middle-man" role that can sometimes result in lost time and efficiency.

Contact Ross Dobson, Corporate Services, 496-8461

### **106. New system provides "real time" financial performance data**

The new Executive Information System rolled out in June 1999 means directors and managers have better, more timely access to their branch and department financial data. Instead of printouts generated by Finance at specific intervals, managers can now "point and click" at an electronic menu that shows them at a glance their current financial position. The easy retrieval of "what you want, when you want it, at the level of detail you want it," means a much more accurate picture of how and where money is being spent.

Contact Tom Burn, Corporate Services, 496-5363

### **107. Personal service reduces assessment complaints**

Assessment staff members' personal customer service resulted in withdrawal of 62 per cent of assessment complaints. Staff provided consistent information to property owners with complaints on property assessment and prepared and distributed appeal briefs to all people who filed complaints. Assessment staff also personally met with property owners to discuss their assessment.

Contact Paul Boutin, Corporate Services, 496-5001

### **108. Staff newsletter recognized for excellence**

City *LINK*, the Administration's employee newsletter, won an Award of Excellence in the North American Apex '99 awards program.

Contact Lori Yanish, Corporate Services, 496-8259  
[lori.yanish@gov.edmonton.ab.ca](mailto:lori.yanish@gov.edmonton.ab.ca)

### **109. Budget office wins award**

The City won for the second year running the Distinguished Budget Presentation Award from the Government Finance Officers Association of United States and Canada. Entries are judged on the quality of the budget as a policy document, financial plan, operations guide and communications device.

Contact Roger Rosychuk, Corporate Services, 496-5120

### **110. Negotiations a success for Fire, union**

The first agreement in 15 years negotiated without mediation or arbitration was signed July 15 between the Edmonton Fire Fighters Union and the City of Edmonton. Key participants in the bargaining process attribute this success to the Working Relationship Agreement, a union-management initiative which sets out guidelines for more collaborative relationships.

Contact A/Chief Dick Veldhuis, Emergency Response Department, 496-3765  
Miles Smith, Edmonton Fire Fighters Union, 429-9020

### **111. Group effort saves re-certification costs**

The cost of re-certifying safety codes officers was reduced by \$12,000 through the efforts of the Alberta Fire Chiefs Association. Changed business practices mean that only 80 members serving primarily in the inspection and investigation services area must be re-certified while the remaining 220 members due for renewal in 2000 do not need recertification.

Contact A/Chief Dick Veldhuis, Emergency Response Department, 496-3765

### **112. New Fire contract reduces overtime expenses**

The new contract with the Edmonton Fire Fighters Union allows fire inspectors to be more flexible with their hours, reducing overtime costs. Overtime costs have also been reduced

## EDMONTON

through a change in management of the platoon system, so that personnel can be transferred between platoons when necessary.

Contact A/Chief Dick Veldhuis, Emergency Response Department, 496-3765

### **113. Joint review committee improves efficiency**

An Emergency Response Communications Centre Review Committee shared a wide range of knowledge and expertise in a cooperative, problem-solving manner during an extensive study of the combined Fire/Emergency Medical Services dispatch centre. The committee, composed of representatives from the Fire/Rescue and Emergency Medical branches, the ERCC and the Information Technology Branch, put forward 18 recommendations. The majority were implemented in 1999, with the remainder scheduled over the next two years.

Contact Ron Camarta, Emergency Response Department, 496-1564

### **114. System update eliminates manual process**

An updated records management system means the Emergency Medical Services payroll can be sent electronically to the Human Resources information system, instead of requiring manual inputting of the information.

Contact Jim Garland, Emergency Response Department, 496-3808

### **115. New collective bargaining approach a success**

Under a new collective agreement signed by the City and the Association of Civic Employees (CUPE Local 30, IBEW 1007 and ATU 569) in June 1999, the parties committed to using an "interest-based approach" to bargaining. The agreement was negotiated more quickly than in the past, and both the City and the unions have reported that this approach resulted in a successfully concluded agreement and an enhanced relationship.

Contact Cindy Arcand, Human Resources, 496-7887

### **116. Employee service centre reduces costs**

The City's Human Resources Department consolidated payroll, benefit and other transactional services into a central Employee Service Centre in 1999. This initiative reduced staff resources from 64 to 30. Further efficiencies will be realized with the introduction of intranet-based business processes, placing the City in the forefront of this application in Canada. In total, Human Resources efficiency initiatives will reduce 95 positions and produce annual, ongoing savings of \$3.3M.

Don Cummings, Human Resources, 496-6936

### **117. New training protects City assets**

(To be revised) The City developed an Economic Crime Awareness Training program for managers and supervisors in 1999. The training is part of a larger initiative developed by the City's Senior Management Team to help protect the City's assets from illegal and fraudulent activities. This type of awareness training is a unique endeavor, and the City is hoping to become regarded as a "leading practice" for municipalities and other large corporations, both public and private.

Contact Uanna Chudyk, Human Resources, 496-4204

### **118. Reduced paperwork means greater efficiency**

Cutting down on the number of personnel forms in use by City departments resulted in a simpler process for managers, more accurate information for payroll use, and, through more efficient internal processes, a cost saving to tax payers. More than 300 forms were in use early in 1999; that number now stands at 12.

Don Cummings, Human Resources, 496-6936

## EDMONTON

### **119. Partnership offers first class and cost effective leadership training**

The City's new Leadership Development Program, owned and led by the Senior Management Team, is an investment in the City's leaders, equipping them to address budget realities, respond to external forces and enhance the City's reputation as a leading municipality. The program, developed in 1999 in partnership with the University of Alberta's Faculty of Business, will result in the ongoing achievement of organizational improvement and assist the City in meeting its vision of best value municipal services, satisfied customers and valued employees.

Contact Paul Cairns, Human Resources, 496-7876

### **120. Orientation program pilot tested successfully**

Recently hired employees attending the pilot session of the City's new orientation program gave it a thumbs up. The program overviews the City's organization, policies and procedures, culture and expectations, giving staff a consistent information base to help them succeed in their new jobs.

Contact Crista Carmichael, Human Resources, 496-7856

### **121. New Fire performance appraisal system a joint success**

A new performance appraisal system for firefighters developed collaboratively by the City and the Edmonton Fire Fighters Union replace an outdated system in 1999. It clearly lays out performance standards and behavioral expectations, and will help officers and senior firefighters coach and assist in the development of firefighters at all ranks. The positive reception to the new appraisal system is attributed to the direct involvement of those affected.

Elaine Rowan, Human Resources, 496-3725

### **122. City wins top planning award**

*Plan Edmonton* won the highest national award for planning excellence from the Canadian Institute of Planners in 1999. Citizens and groups helped develop *Plan Edmonton*, a 10-year municipal development plan that addresses projected urban growth, land use, infrastructure and economic development. It will be implemented through the City's corporate and department business plans, guiding Edmonton's growth and development into the 21st century.

Contact Gord Jackson, Planning and Development, 496-6117  
[gord.jackson@gov.edmonton.ab.ca](mailto:gord.jackson@gov.edmonton.ab.ca)

### **123. Locomotive 2010 back on the rails**

Locomotive 2010, a vintage 1949 GE Locomotive, is in service on Edmonton's LRT system thanks to one and one half years of painstaking restoration work by Edmonton Transit employee Neil Ganske, with assistance from Henry Leszczewski and Lloyd Yankowsky. The locomotive, purchased from a dealer in Hamilton, Ontario in December 1997, cost approximately \$130,000 to restore. It is estimated that a new locomotive to meet ETS requirements would cost up to \$2 million.

Contact Dave Pagett, Edmonton Transit, 496-4362  
[dave.pagett@gov.edmonton.ab.ca](mailto:dave.pagett@gov.edmonton.ab.ca)

### **124. Combined advertising contract increases Transit revenues**

ETS combined the advertising for benches, shelters and vehicles into one contract. By taking an aggressive approach to marketing the contract, ETS attracted serious competitors, resulting in a significant increase in guaranteed revenues.

Contact Patricia Walsman, Edmonton Transit, 496-5736

# EDMONTON

## **125. Database provides LRT performance overview**

A customized database developed in-house combines individual report systems for most activities that occur on the LRT system. The database is user friendly and displayed on one screen for easy input. With all data in one place, time period comparisons and LRT system performance can now be calculated and displayed quickly and easily.

Contact Ray Shepherd, Edmonton Transit, 496-4372

## **126. New construction methodologies reduce costs**

The Streets Engineering Branch is reducing the cost of constructing road structures by recycling road materials in place to make new road bases. Once recycled and placed, a new pavement is then laid on top. This methodology reduces the cost of hauling and purchasing new road base materials and can be used for back lanes, residential roads and arterial roadways. Recycled material was used during removal of the railway bridge over 101 St.

Contact John Mundy,  
Transportation and Streets, 496-6776

## **127. Significant improvement in safety record**

The Streets Engineering Branch has seen a significant year-to-year reduction in lost-time accidents (LTAs) from 1998 to 1999. A new safety program developed in the Roadway Maintenance section resulted in LTAs reduced to 13 in 1999 from 37 in 1998. The initiative requires that workers "look out" for one another to reduce the possibility of getting hurt on the job. This saves the corporation a significant cost associated with lost-time injuries.

Contact Barry Belcourt, Transportation and Streets, 496-4688

## **128. Photographic aerial mapping improves resolution**

The Mapping and Graphics section of Transportation and Streets has improved the resolution of digital photographs down to a 0.5 metre pixel size. What does this mean? You can now zoom down to your home and see an individual shingle on your roof. This resolution is useful for seeing lane markings on the road and significant detail in parks and other City areas.

Contact Michael Chibuk, Transportation and Streets, 944-7672

## **The Edmonton Police Service**

### **Living the vision**

- **Evolve community policing to make  
Edmonton a safer city**

## **129. New Bylaw against public fighting introduced**

It is now a bylaw offense to fight in public as a result of an initiative by Constable Palle Nicolajsen. The specified penalty under Section 406 of the Public Bylaw (Bylaw No. 7608) is \$250.00. This bylaw is applicable when both participants engage in a fight, and it is deemed that an assault has not taken place within the definition of the criminal code. Members can exercise discretion to charge one or both of the individuals. An evaluation of the impact of the bylaw will be completed in June 2000. exercise discretion to charge one or both the individuals with the bylaw offence under the new section. An evaluation of the impact of the Fighting Bylaw will be completed by the EPS in June 2000.

Contact Kim Armstrong, Legal Advisors Office, 421-2398

## **130. Shoplifting response project frees up officers**

The Edmonton Police Service and Alberta justice jointly developed an alternative response for shoplifting. This working model allows the release of specified offenders, using an alternative



# EDMONTON

measures protocol, by designated loss prevention officers. This frees up police officers to address more emergent needs. The EPS proceeded with the test phase pilot project of this program in North Division for a six-month period starting in June 1999. The test phase included Cooperative Policing members, internal training of officers, external training of candidates and ongoing policy development. A preliminary evaluation of the program is scheduled to be completed in March 2000.

Contact Constable Alan Towey, Crime Prevention Unit, 421-3425

## **131. Team approach to B & Es initiated**

A new approach to break and enter investigations was tested in South Division. Instead of having all constables working on B & E cases as part of their patrol duties, the six-month pilot project had a team of six constables working on all break and enter cases in the division. The idea was that a more focussed concentration by fewer members can make a difference. A preliminary evaluation proved to be encouraging. Another Break and Enter investigative team is now currently in place for a second six month term and will be evaluated to determine the long-term impact of the team.

Contact Detective Brian Murphy, CIS, South Division, 426-8231

## **132. Edmontonians support red-light cameras**

Red means stop! That is the message the Edmonton Police Service wanted to deliver to drivers as six more red light cameras were introduced in Edmonton in September 1999. The use of the technology was to effectively reduce collisions at intersections in Edmonton. The Alberta Motor Association, City of Edmonton and Edmonton Police Service jointly sponsored a telephone survey prior to the introduction of the cameras. Survey results show that the majority of Edmontonians support the use of red light cameras.

Contact Staff Sergeant Kerry Nesbit, Traffic Section, 421-3354

## **133. Popular school resource officer program continues to grow**

During the summer of 1979 the Edmonton Police Service embarked on a joint venture with the two Edmonton school boards, placing four constables in Edmonton High Schools on a cost-sharing venture. Today, 14 Edmonton high schools and one special needs school take part in the School Resource Officer Program and are represented by 12 police members. In September 1999, the program was introduced in junior high schools for the first time. The role of School Resource Officers is to develop a partnership between the police, schools and the community to prevent crime and delinquency and create a positive image of the police in the minds of youth. This is achieved by placing experienced police officers in schools to serve as a resource to students, families, facilities, and the school district and community at large. The response from the students, parents and school administration has been positive and enthusiastic. The program has been instrumental in reinforcing traditional bonds with the community while building new ones.

Contact Sergeant Bruce Adams, Youth Program Unit, 421-3860

## **134. Remote reporting system increases timeliness**

The Electronic Reporting Network Initiative (ERNI) is designed to allow police officers to enter incident report data directly into the police computer system (PROBE) from remote mobile data terminals located in police vehicles. This remote data entry will permit more timely dissemination of crime information to patrol members and the public by reducing the time delay in data entry. Currently data entry may occur up to three weeks after an incident, which reduces the effectiveness of the police member in responding to calls for service and providing information available to the public.

Contact Sergeant Ralph Johnston, ERNI Project, 421-2898



## **135. New unit created to manage communications**

The Public Affairs Unit was launched in April 1999. The unit is responsible for preparing a comprehensive external communication strategy for the Edmonton Police Service and manages a number of key communication tools that had been previously delegated to other areas of the service.

Contact Janice Coffin, Director, Public Affairs Unit, 421-2624

## **136. Goal setting process addresses critical issues**

The Edmonton Police Service critical issues of Prevention through Community Policing and Value for Money has been accorded organizational attention in 1999-2000. The Actions for Success process is the method by which we will address critical issues every fiscal year (April to April). Each division down to the unit and program level is required to participate in the Actions for Success process. Areas are to identify one or more goals to work towards and each goal must address one or both of the critical issues. The Chief attends the divisional forums on the planning, implementation and evaluation stages.

Contact Kim Moore, Planning and Evaluation Services Section, 421-2292

## **137. Crime statistics generally show improvement**

- Person related offences are down 7.1 per cent from 9,443 in 1998 to 8,776 in 1999.
- Homicides dropped 23 per cent in 1999. In 1998, there were 26 recorded in 1998. This dropped to 20 in 1999.
- Compared to 1998, robberies (-5 per cent), sex-related offences (-10.4 per cent) and assaults (-8.7 per cent) also showed significant declines in 1999.
- Child abuse cases are down from 435 in 1998 to 422 in 1999, an overall decline of three per cent.
- Property-related offences rose very slightly by 0.7 per cent in 1999.
- Compared to 1998, fraud offences rose significantly by 25 per cent. Motor vehicle thefts also increased from 4,469 to 4651, an overall increase of 4.1 per cent.
- Other property offences such as break and enters (-3.2 per cent), thefts (-2.6 per cent), fire-related offences (3.2 per cent) and other property offences (-2.3 per cent) declined in 1999.
- Morality related cases rose by 7.2 per cent in 1999.
- Drug offences rose from 1,515 in 1998 to 1,613 in 1999, an overall increase of 6.5 per cent.
- Other criminal code offences such as weapon-related offences, federal statutes, provincial statutes, municipal bylaws and miscellaneous offence were down by 17.6 per cent in 1999.
- Criminal code traffic offences (impaired, leaving the scene of an accident, etc.) dropped from 5,633 in 1998 to 5,244 in 1999, an overall decline of 7.4 per cent.

## Edmonton Public Library

### Living the vision

**Edmonton Public Library connects the people of Edmonton to the knowledge and cultures of the world.**

#### **138. Smart Search wins award**

Smart Search, an in-depth business information service, won the Creative Public Library Service Award, presented at the Alberta Library Conference. The provincial award is given in recognition of outstanding achievements. The award citation noted the Library service's contribution in "making Edmonton a Smart City."

Contact Smart Search at 496-8369

#### **139. Electronic reference site one of few in world**

The Library initiated a pilot project to provide E-Reference (reference by e-mail) available to users 24 hours a day. The Library's service is one of only 14 sites in the world listed in Yahoo's "reference by e-mail" category. This service continues to be available in 2000 at <http://www.publib.edmonton.ab.ca>

Contact Louise Reimer, Manager, Information Services, 496-7022

#### **140. Sod turned for new Riverbend library**

The Library received tremendous support from the community and met the fundraising target to build a new branch in Riverbend. A sod turning ceremony August 26<sup>th</sup> in Riverbend Square was attended by the Hon. Dave Hancock, Minister of Justice and Attorney General and MLA for Edmonton Whitemud, Councillors Bryan Anderson, Larry Langley, Brian Mason and Jim Taylor, and other dignitaries. The new branch will open in spring 2000.

Contact Keith Turnbull, 496-7060

#### **141. Face lift for Milner Library, an anchor member of the Arts District**

The Library worked with Asset Management and Public Works on a capital improvement project to waterproof the 32-year-old Stanley A. Milner Library, with an addition of 11,000 square feet in the North Plaza. The new Children's Library, revamped and expanded on the main floor, is scheduled to open in spring 2000.

Interior renovations will start in 2000 with re-design of Information Services and building of the Heritage Room to house the Library's Canadiana Collection. The expansion and renovations projects will provide customers with better access to collections and services and streamline workflow for staff. The addition of an elevator and two ramps in the basement will give better wheelchair and stroller accessibility to customers.

Contact Linda C. Cook, 496-7050

#### **142. Co-Operation with partners for better customer service**

Four public library boards in the Metro Edmonton area - Edmonton, Fort Saskatchewan, St. Albert, and Strathcona County (Sherwood Park) - initiated a pilot project managed by EPL and funded by Alberta Community Development, to provide daily delivery of materials in the Metro area for the convenience of customers.

The Edmonton Public Library is one of 200 member-libraries of The Alberta Library, giving Edmonton library users access to collections of more than eight million items in public, academic, and special libraries across the province. Edmonton library cardholders may apply for The Alberta Library card free of charge.

Contact Linda C. Cook, 496-7050

#### **143. Federal and provincial funding increase computer availability**

The number of computers available for public use increased to 73, with an additional 46 CD-ROM stations, through funding from the federal government's Community Access Program and the Alberta Public Library Electronic Network. This partnership allowed the Library to make open Internet access available at all 15 locations. Guidelines for acceptable use of the Internet in the Library were developed and provided to users.

Contact Linda C. Cook, 496-7050

#### **144. Awards and recognition for library, board members**

Library trustee Dennis Denis, chair of the capital fund raising campaign, "Foundations of Learning," was presented with the Outstanding Trustee Award by the Alberta Library Trustees Association. The campaign successfully raised \$1.6 million from the community to build three new libraries: Lessard (1996), Penny McKee – Abbottsfield (1997) and Riverbend (2000).

The Library design team received the Mayor's award for Accessible Architecture for the Lessard branch.

Lachlan Bickley, Manager of Electronic Technology Development and Services, was one of 10 Canadians selected to attend an international Duke of Edinburgh Award conference in Ireland. The conference enabled young people around the world to exchange ideas and experiences, and participate in training to prepare them for leadership in the next century.

Contact Linda C. Cook, 496-7050

#### **145. Video conference provides e-service information**

The Stanley A. Milner Library's board room was the site for a November 1999 video conference on e-commerce involving six other sites: Washington DC, Cornwall, North Bay, Kitchener, Oakville and Windsor. Facilitated by Alberta Community Development, the conference covered topics such as impact on municipal services, community, payment, and legal and privacy issues, providing invaluable insight to the Library for introduction of new electronic services.

Contact Linda C. Cook, 496-7050

## **EPCOR**

### **Living the vision**

- **Provide the essential elements for living**
- **Create enduring customer relationships**
- **Enrich the quality of life in communities we serve**
- **Increase shareholders' value**
- **Flexibility and innovation**

#### **146. Edmonton gets greener power**

More than 1,300 customers signed up for EPCOR's Green Power program by the end of 1999. In July 1999, EPCOR began offering customers the option of buying "Eco-Packs" of energy

## EDMONTON

produced by alternate energy sources. The Eco-Packs are added to the provincial power grid so everyone benefits from Green Power.

Contact Lynn Hutchings, 412-3194

### **147. EPCOR wins Port Hardy contract**

EPCOR Water Services' reputation for providing high-quality drinking water has led the company to a new venture in British Columbia. In August 1999, EPCOR signed two-part agreement with the District of Port Hardy to improve the town's drinking water. EPCOR is building a \$3.67 million dollar water treatment facility and has a 20-year contract to operate and maintain the town's waterworks system.

Contact Lynn Hutchings, 412-3194

### **148. EPCOR launches new look and one brand**

EPCOR introduced a new logo as it "branded" all of its subsidiaries under one name in October 1999. Moving to the EPCOR name is part of the company's preparation for the deregulation of the energy market in 2001. Delivering the essential elements for living under the EPCOR brand will help improve customer service by offering customers one point of contact for power, water and natural gas as well as a streamlined billing service where all utility charges will appear on one bill.

Contact Lynn Hutchings, 412-3194

### **149. EPCOR fiber links NAIT campuses**

NAIT linked together some of its locations together via 12 km of dark fiber cable leased from EPCOR. The contracts were the first for EPCOR since it received status as a non-dominant Canadian carrier from the Canadian Radio-television and Telecommunications Commission in March 1999.

Contact Lynn Hutchings, 412-3194

### **150. EPCOR moves into residential natural gas market**

EPCOR entered the residential natural gas market by purchasing the customer contracts of Alberta Natural Gas Savings Corporation in November 1999. The 30,000 contracts are located across Alberta so the purchase also marks EPCOR's growth into energy markets outside of its traditional boundaries. EPCOR made its initial entrance into the natural gas market in October, offering to provide industrial and commercial customers with natural gas.

Contact Lynn Hutchings, 412-3194

### **151. EPCOR wins national awards for environmental leadership and reporting**

EPCOR has received two national awards for its 1999 environmental performance from the Voluntary Challenge and Registry, an organization established by Natural Resources Canada to help with Climate Change initiatives. EPCOR received a Leadership award for its environmental programs and a "Gold Champion Level Reporter" award for its Voluntary Action Progress Report.

Contact Lynn Hutchings, 412-3194

### **152. EPCOR becomes partner in science centre's Vision Beyond 2000**

EPCOR made a long-term, \$500,000 commitment to participate with the Edmonton Space and Science Foundation on its Vision Beyond 2000 project. The plan involved the expansion of the existing science centre building to include a new EPCOR-sponsored Environmental Gallery. The gallery will inform and educate visitors to the centre on the environment and how EPCOR is using sustainable development initiatives in its business. The EPCOR Environmental Gallery is slated to open June 2001.

Contact Dianne Allen, 412-3197

## **153. EPCOR donation helps hangar dream take flight**

EPCOR has committed \$100,000 to the Fort Edmonton Historic Foundation's campaign to build a replica of the Blatchford Air Hangar at the park. EPCOR sees this project as an opportunity to pay tribute to the aviation pioneers who opened up Edmonton as the "Gateway to the North" and as a chance to contribute to a facility that will further attract visitors, contributing both economically and culturally to our community.

Contact Dianne Allen, 412-3197